



Child Care Centre Handbook

a comprehensive guide for the policies, procedures, and general information related to the care
programs offered

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Who We Are and Our Philosophy

Established in 1993, the View Royal Out of School Care Society is comprised of parents and guardians whose children are enrolled in our Out of School Care, Daycare, or Preschool programs. By participating in these programs, all parents and guardians automatically become members of our Society.

At the heart of our philosophy is a commitment to creating a safe, nurturing, and enjoyable environment where children can develop key social skills, including responsibility, respect, and cooperation. We aim to foster an atmosphere that encourages growth and offers children opportunities to make decisions that meet their individual needs.

We believe that a strong partnership between parents, guardians, and educators is crucial to providing consistent care and guidance for each child. We welcome your active participation, suggestions, and ongoing support in making this a collaborative and enriching experience for all.

Our Rules

BE SAFE

Always stay aware of your surroundings. Are you ensuring your own safety and the safety of those around you?

BE RESPECTFUL

Treat others with respect. Listen attentively to your friends, parents, guardians, and leaders. Share, take turns, and communicate kindly.

BE RESPONSIBLE

Take care of your belongings and those of the Centre. Use problem-solving skills to work through disagreements with friends, and seek help when needed.

Program Management and Staff Overview

The day-to-day operations of our programs are overseen by Executive Director Ashley Wilkie, with support from the Parent Board of Directors. This Board consists of parents whose children are currently or have previously attended our programs.

The Parent Board meets monthly, and all members of the Society are encouraged to participate.

An Annual General Meeting (AGM) is held each fall, with notifications sent to families via email and posted on the Parent Information Board and Parent Portal (Esikidz, our child information management system) at least two weeks prior to the meeting.

The Parent Board values your feedback, including suggestions for policy changes, program improvements, fundraising ideas, or comments on staff performance. If you are unable to attend a meeting, you are welcome to share your input by emailing us at **parentboard@viewroyalosc.com**.

Our staff is dedicated and highly qualified to care for your child(ren). Depending on enrollment numbers, our Preschool and Daycare programs will have at least one certified Early Childhood Educator (ECE) and, when needed, an Early Childhood Education Assistant (ECEA). Each staff member brings diverse skills, experience, and interests to enrich our programs.

In compliance with Society guidelines and Island Health's licensing requirements, all staff members possess:

- Standard First Aid and CPR-C certification
- A clear Criminal Record Check
- A minimum of 20 hours of training in child development, guidance, health and safety, or nutrition.

Privacy

We are committed to ensuring the privacy and protection of personal information. Staff and Parent Board members only collect information necessary for the provision of services. All personal information is treated as confidential and securely stored to maintain privacy. Information will not be released without prior consent from the parent or guardian, except in cases where disclosure is required by law (e.g., reporting abuse, legal investigations), during medical emergencies, or for the collection of debts.

Key Information for Families

View Royal Out of School Care, Daycare, and Little Wonders Preschool operate Monday through Friday throughout the school year. We also offer Spring Break and Pro-D Day camps for children over the age of 5. Our schedule follows the SD61 calendar, and all programs are closed on statutory holidays, two professional development days a year (one in Fall and one in the Spring) and during the two-week Winter Break (Check Appendix A for a list of closures for this year).

We use the Esikidz app as our primary communication tool with families. This platform is where we share important updates related to the center and your child(ren), and it also serves as a direct line of communication should you have any questions or concerns.

Families are required to update all personal information, such as food allergies, family doctors, and emergency contacts, through Esikidz. It is crucial that the center is informed immediately of any changes to your contact details, including home and work phone numbers, addresses, custodial arrangements, authorized pick-up persons, and emergency contacts. Additionally, please notify us of any significant events or changes that may affect your child's behavior or well-being (e.g., separation/divorce, bereavement, school challenges). All information provided will be treated with the highest level of confidentiality.

Daycare Program Information

Hours of Operation

Monday – Friday: 7:15 AM – 5:30 PM

Arrival and Departure

Upon arrival, children will be greeted by their teachers. Please arrive no later than 9:30 AM to drop off your child(ren). Daycare ends promptly at 5:30 PM.

If you need to speak with your child's teacher during arrival or departure, please be mindful of the teacher's time and their priority in assisting all the children.

What to Bring to Class

Please ensure that your child brings the following items:

- **Inside Shoes:** To be kept at the Centre; should be easy for children to put on and take off independently.
- **Extra Clothing:** An extra set of pants, underwear, socks, and a shirt, to be kept at the Centre.
- **Rain Gear:** Including pants, jacket, muddy buddy, and boots.
- **Snack and Lunch:** Healthy snacks and lunch; food should be ready to eat without preparation or refrigeration. Pack snacks in a small lunch bag or lunchbox for easier management.
- **Outdoor Gear:** Appropriate shoes/boots, winter gear, and a coat for outside play. If it is sunny, please apply sunscreen before arrival and send a hat, as staff will not have time to apply sunscreen to all children.
- **Nap Time Items:** If your child is expected to nap, bring a small sheet, small blanket, and a stuffed animal.

Please label all items, including backpacks, snack bags, extra clothes, and shoes.

Rest Time

Children are not required to sleep but are expected to rest quietly on mats for at least half an hour. Mats will be placed in a designated rest room separate from the main classroom. After half an hour, children who are not sleeping may engage in quiet tabletop activities.

Daycare Snacks/Lunch

Send simple and healthy snacks that are ready to eat without preparation or refrigeration. Ideal choices include cut-up fruit and vegetables, yogurt, or half-sandwiches. Avoid sending pop, gum, candy, or high-sugar snacks, and refrain from sending foods that may pose choking hazards (e.g., whole hotdogs, grapes, marshmallows, popcorn).

- Safe drinking water is available at all times.

- Our Centre is nut aware; please avoid sending foods containing nuts unless otherwise stated by the Executive Director.
- Encourage your child to have a healthy breakfast before attending.

Personal Toys and Items

Label all items brought to class. Personal toys and books are not permitted unless it is show-and-share day. Staff are not responsible for lost, stolen, or damaged belongings. Lost items will be placed in the “Lost and Found,” which is emptied at the end of each month.

Missing Child Procedure

In the event that a child goes missing from the Centre, staff will follow these procedures:

1. Search the Centre.
2. Search the perimeter of the building, including the field, playground, and parking lot.
3. Contact the child’s parents/guardians. If they cannot be reached, staff will attempt to contact individuals on the Emergency Contact list.
4. If the child is still not located, contact the RCMP, and initiate a full search.

Daycare Field Trips

On occasion, the Daycare group may go on short walking field trips. There will be a minimum of two leaders present, and a cellular phone and first aid kit will be carried at all times.

Preschool Program Information

The Child Care Licensing Regulations state:

- **Preschool (30 Months to School Age):** This program provides care for children who are:
 - a) At least 30 months old upon entrance, and

- b) At least 36 months old by December 31 of the year of entrance.

Hours of Operation

Monday, Wednesday, Friday: 9:00 AM – 1:00 PM

Arrival and Departure

Children will be greeted by their teachers upon arrival. Please ensure to arrive no later than 9:00 AM to drop off your child(ren). Preschool ends at 1:00 PM each day. Remember to sign your child out upon pick-up.

If you wish to speak with your child's teacher during arrival or departure, please be mindful of their time and their priority in assisting all the children.

What to Bring to Class

Please ensure your child brings the following items:

- **Inside Shoes:** To be kept at the Centre; should be easy for children to put on and take off independently.
- **Extra Clothing:** An extra set of pants, underwear, socks, and a shirt, to be kept at the Centre.
- **Rain Gear:** Including pants, jacket, muddy buddy, and boots.
- **Snack and Lunch:** A healthy snack and lunch. Food should be ready to eat without preparation, refrigeration, or reheating. Pack snacks in a small lunch bag or lunchbox for easier management.
- **Outdoor Gear:** Appropriate shoes/boots, winter gear, and a coat for outside play. If it is sunny, apply sunscreen before arrival and send a hat, as staff will not have time to apply sunscreen to all children.

Please label all items, including backpacks, snack bags, extra clothes, and shoes.

Preschool Snacks/Lunch

Send simple and healthy snacks that are ready to eat without preparation or refrigeration. Ideal choices include cut-up fruit and vegetables, yogurt, or half-sandwiches. Avoid sending pop, gum, candy, or high-sugar snacks, and refrain from

sending foods that may pose choking hazards (e.g., whole hotdogs, grapes, marshmallows, popcorn).

- Safe drinking water is available at all times.
- Our Centre is nut aware; therefore, children are allowed to bring foods containing nuts unless otherwise stated by the Executive Director.
- Encourage your child to have a healthy breakfast before attending.

Personal Toys and Items

Label all items brought to class. Personal toys and books are not permitted unless it is show-and-share day. Staff are not responsible for lost, stolen, or damaged belongings. Lost items will be placed in the “Lost and Found,” which is emptied at the end of each month.

Missing Child Procedure

In the unlikely event that a child goes missing from the Centre, staff will follow these procedures:

1. Search the Centre.
2. Search the perimeter of the building, including the field, playground, and parking lot.
3. Contact the child’s parents/guardians. If they cannot be reached, staff will attempt to contact individuals on the Emergency Contact list.
4. If the child is still not located, contact the RCMP and initiate a full search.

Preschool Field Trips

On occasion, the Preschool group may go on short walking field trips. There will be a minimum of two leaders present, and a cellular phone and first aid kit will be carried at all times.

Out of School Care (OSC) Program Information

The OSC program provides Before and After School Care for children enrolled at View Royal Elementary School. Families may register for either or both the morning and afternoon programs, depending on availability.

Hours of Operation

Before School Care: 7:15 AM until the first bell (8:45 AM).

After School Care: From the dismissal bell (2:37 PM) until 5:30 PM.

Before School Care Drop-off

- **Grades 1-5:** Children will be walked from the Centre to the front of the school, where they are responsible for proceeding to their own classes.
- **Kindergarten:** Children will be walked directly to their classrooms by a staff member.
- All children are signed out from Esikidz when leaving the Centre.

After School Care Pick-up

- **Kindergarten and Grade 1:** Two staff members will pick up these children outside the school and escort them to the Centre.
- **Grades 2-5:** Students are responsible for walking to their designated meeting area based on their room of enrolment.

All children must arrive in their program line-up no later than 2:50 PM for sign-in. If a child has not signed in by this time:

1. A staff member will contact the school office to confirm the child's attendance.
2. Staff will speak with teachers and search the school and its perimeter, including the field, playground, and parking lot.
3. If the child is not found, staff will attempt to contact the child's parents/guardians. If they cannot be reached, emergency contacts listed on the form will be contacted.

4. If neither parents/guardians nor emergency contacts can be reached or if their whereabouts cannot be verified, the RCMP will be contacted, and a full search will be initiated.

Personal Toys and Items

- We encourage children to use toys and items provided by the program. Personal items, including toys and books, should remain at home or in children's backpacks. These items will not be permitted in the OSC.
- Upon request, staff may store school projects and other belongings transported from school until sign-out.
- Please provide an extra set of labeled clothes (pants, underwear, shirt, socks) and indoor, easy-to-put-on footwear in a ziplock bag.
- All children must come with a jacket (winter coat or rain coat) from Autumn to Spring, as outdoor play is a part of the program.
- Staff are not responsible for lost, stolen, or damaged personal items.

Missing Child Procedure (OSC)

In the event a child goes missing from the Centre, staff will follow these procedures:

1. Conduct a search of the Centre.
2. Search the perimeter of the building, including the field and parking lot.
3. Check the school, speak with teachers, and consult the school office.
4. If the child is not found, contact the child's parents/guardians. If they cannot be reached, contact a person listed on the Emergency Contact form.
5. If neither the parents/guardians nor emergency contacts can be reached or cannot verify the child's whereabouts, the RCMP will be contacted, and a full search will be initiated.

Extra Curricular Activities

We recognize and support children's participation in school-based extracurricular activities and understand the valuable opportunities they provide for learning, skill development, and social engagement.

Children enrolled in extracurricular activities may attend these programs during Out of School Care hours, provided that all arrangements comply with the following requirements:

- Children participating in extracurricular activities must return to the Out of School Care program no later than 3:30 p.m.
- Parents/guardians are responsible for informing management of their child's participation, including the activity schedule, frequency, start date, and anticipated end date.
- Any changes to a child's extracurricular activity schedule must be communicated to management as soon as possible.
- The program is not responsible for supervising children while they are attending extracurricular activities and relies on accurate communication from families regarding attendance and scheduling.

Attendance at Out of School Care

Out of School Care services are intended for children who have attended View Royal Elementary School on the day they are scheduled to attend the program.

If a child does not attend school for any reason, including illness, appointments, personal days, or other absences, they are not eligible to attend Out of School Care that afternoon. Children must be present at View Royal Elementary during the school day in order to be signed into the program.

If your child will be absent from school, please notify both the school and the Out of School Care program according to established absence reporting procedures.

Registration

Information about registration for the upcoming school year will be posted at the Centre and shared on the Esikidz newsfeed.

For families currently enrolled in our Out of School Care (OSC) programs, enrollment will automatically carry over into the same program for the following school year. In February, families will receive a notification giving them the option to opt out of care. Those who wish to withdraw can follow the steps outlined on Esikidz, while families continuing with the program can simply disregard the notification. If you would like to add an additional program (e.g., adding Before School Care to your existing After School Care enrollment), please contact administration via email at admin@viewroyalosc.com.

Families in our daycare or preschool programs will receive an email from administration to discuss care needs for children transitioning into kindergarten. Priority registration is given to siblings of currently-enrolled children, subject to space availability.

If all program spaces are filled, families wishing to register will be placed on a waitlist, which is maintained on an ongoing basis.

For new families wishing to join our program, the following steps must be completed:

- Submit an application through Esikidz.
- If space is available, a member of our administration team will contact you. To secure your child's spot, you will need to provide the following:
 1. A completed registration form.
 2. A non-refundable registration fee of \$50.00 per child for Out of School Care, Daycare, and Preschool.
 3. Any additional supporting documents requested by staff.

Examples of supporting documents include, but are not limited to:

- Affordable Child Care Benefit (ACCB) authorization, if applicable.
- Care Plans, if your child has one in place.

Parents of children with special or additional needs **must disclose** and discuss their child's needs with the program before enrollment. Children requiring a support worker will be placed on a waitlist until appropriate support is secured. Once confirmed in the program, if the designated support worker becomes unavailable, the Society reserves the right to notify parents that their child may not be able to attend during that time.

Monthly Fees

Monthly fees are due on or before the 1st day of each month and can be paid via e-transfer or credit card. Please note, we do not accept any other forms of payment.

Payment details are as follows:

- Send payments to: viewroyal@esikidz.com.
- E-transfers are automatically deposited—no password or security question is required.
- Please include your child's student ID in the message area.
- You can view your monthly statements, including invoices and payments, at any time through the Esikidz platform.

Fees for additional care, such as Pro-D Days and Spring/Summer Camps, will be invoiced separately at the time of registration.

The Parent Board reviews all accounts on a monthly basis. Failure to maintain an up-to-date account may result in the loss of your child's space in the program.

Calculation of Fees

Monthly fees are calculated based on the average number of school days throughout the year. The fee remains consistent each month, regardless of the actual number of school days. Discounts or prorated fees are not offered during months with fewer school days.

Please note that Pro-D Days and Spring Break camp days are not included in the monthly fee and are billed separately.

Refunds

Refunds or reimbursements will not be provided if your child is absent from the program due to illness, holidays, strikes, weather-related closures, or withdrawal without the required one-month notice. Additionally, no refunds or reimbursements will be issued if the Centre is unexpectedly closed due to staffing shortages, illness, or the needs of the Society.

However, if your child is discharged from the program without notice, any remaining balance of fees paid for that month will be refunded, based on the discharge date.

At the end of the school year, if your account has a credit balance, you may choose to receive a refund or apply the credit toward Summer Camp fees or the next school year's Out of School Care fees.

If you give notice to withdraw your child from the program and your account has a credit balance, a refund will be issued via e-transfer.

Tax Receipts

Tax receipts are available on the Parent Portal (Esikidz). It is the family's responsibility to print these receipts for their records. There is no fee for reprinting receipts.

Affordable Child Care Benefits (ACCB)

We encourage all families to visit the Affordable Child Care Benefit website and use the 'Online Estimator' to check their eligibility for funding. This process takes about 5 minutes: [Affordable Child Care Benefit Estimator](#).

If you qualify, you can apply for funding directly on the same site by clicking 'Get Ready to Apply'.

Families receiving ACCB are responsible for paying the first month's fees unless you provide an approved funding authorization indicating View Royal Out of School Care Society as the caregiver. Upon receiving your authorization, we will submit our claim, and your account will be credited accordingly to offset your parent portion.

Once your monthly funding amount is determined, it will be updated in your billing information on Esikidz, allowing you to view your monthly parent portion.

Please note that we do not send reminders for ACCB renewals; it is the responsibility of parents/guardians to ensure their funding is renewed.

Penalties

- **Late Payment Fees**

If payment is not received by the 1st calendar day of each month, a late fee of \$10.00 per day will be applied. This fee will be reflected on your account in the Parent Portal under the 'Billing' tab.

- If payment is not received by the end of the 5th calendar day, your child's space will be frozen effective the next day, and they will not be permitted to attend the program until the full payment is received. The \$10.00 daily late fee will continue to accrue. The Society will provide written notification regarding the status of your space. The Society reserves the right to terminate your space in the program under these circumstances.

- **Late Pick-Up Fees**

If you arrive after closing times—5:30 pm for Out of School Care, 1:00 pm for Half-Day Preschool Program, or 5:30 pm for Daycare Program—a fee of \$30.00 per family will be charged for every 15 minutes, or portion thereof, that your child remains at the Centre. Persistent late pick-ups will be reported to the Parent Board and may result in the loss of your child's space in the program. Payments not received within 10 days will incur an additional \$25.00 per child each month.

- **After-Hours Pick-Up**

If no one from the Authorized Pick-Up/Emergency Contact list can be reached 30 minutes after closing, After Hours Emergency Services will

be contacted to take custody of your child until a parent or guardian is located. In case of unexpected delays (e.g., flat tire), please inform the Centre as soon as possible.

- **Revocation of Space**

A child's or family's space may be revoked due to:

- Three or more instances of late payments, absent fines, late pick-ups, or returned payments;
- Non-payment of fees;
- Inability to adhere to the program's policies, procedures, and expectations;
- The program's inability to meet the needs of the child or family, as determined by the Society.

If termination is being considered due to non-compliance with policies or unmet needs, the Executive Director will notify the family of the potential termination as soon as possible. The Parent Board will provide one month's written notice for termination of services. However, if termination is due to non-payment of fees or safety concerns, no prior notice is required. The Centre reserves the right to terminate services immediately and without notice if the safety of children, staff, or the program is at risk.

Responsibility for Payment

If one parent or guardian fails to make the required payment, the other parent or guardian listed on the registration documents will be responsible for covering these fees. For more information, please contact the Executive Director.

Withdrawing Your Child from the Program

To withdraw your child from our programs, written notice is required (preferably submitted through the Parent Portal on Esikidz). Notice must be received at least one full month prior to the intended termination date. For example, if you wish to end care effective March 1st, your notice must be received on or before February 1st. Mid-month withdrawal notices are not accepted.

If insufficient notice is provided, you will be billed for one additional month of fees.

Please note that terminating care for the current school year means your child will be withdrawn from the program for the remainder of the year as well as any future care. If you wish to re-enroll, you will need to reapply and may be placed on the waitlist for future availability.

Notification of Child Absences

If your child will be absent from any of our programs, you must notify us as follows:

- **After School Care:** By 2:15 PM
- **Camp Days:** By 8:30 AM
- **Preschool:** By 8:30 AM
- **Daycare:** By 8:30 AM

Notifications should be made via the Parent Portal on Esikidz or in person at our Centre. If you prefer to phone in your child's absence, you must speak directly to a member of our Management Team.

If your child has a medical or dental appointment, or is picked up from school due to illness or injury, it is your responsibility to inform us using one of the methods mentioned above.

Please note that our Society is not affiliated with School District 61, and View Royal Elementary cannot relay information received through Safe Arrival, phone calls, or emails. You must contact us directly to report your child's absence.

Refunds or reimbursements will not be provided for absences due to illness, holidays, or other reasons.

Drop-off and Pick-up

For all View Royal Out of School Care, Daycare, and Little Wonders Preschool programs, each child must be signed in upon arrival.

Authorized Pick-up

- Only individuals authorized in the Esikidz app are permitted to pick up your child. To update authorized persons, please make the necessary changes in the Esikidz app.
- If you need to designate an alternative person for pick-up, you must notify us in writing in advance, including the person's full name. Individuals we do not recognize will be required to show picture identification.

Custody and Separation Documentation

- To ensure your child's safety, any formal custody or separation documentation, including restraining orders, must be provided by the enrolling parent or guardian. Staff cannot deny a parent access to their child without a court order specifically limiting access. If you have a court order, it is your responsibility to provide us with a copy upon registration.

Safety Precautions

- We will take all reasonable precautions to prevent unauthorized individuals from gaining access to a child. If staff have concerns about a pick-up person's ability to safely care for a child, they will offer to call a taxi or contact a relative or friend to assist with the pick-up.
- As required by law, if a staff member suspects a child's safety is at risk due to the impairment of a pick-up person, they may contact Child Protection Services and/or the police if necessary.

Expectations of Parents

Without prejudice, the Director, staff, and board expect parents to:

- Come to Director and/or staff with concerns as soon as possible.
- Avoid discussing sensitive issues within earshot of the children.
- Avoid abusive or offensive language while at the program.
- Avoid physical play with the children in care.
- Adhere to program policies.
- Behave appropriately around the children, staff and other parents.

- Respect the program rules and encourage their child follow them while at program.
 - Remind children to respect and abide by the program's rules and boundaries.
-

Toileting

Children must be fully toilet trained to enter our Preschool Program, Daycare, and Out of School Care. The staff cannot assist on an ongoing basis and the Centre does not have adequate changing stations. The Daycare program will support children in pull-ups for rest time only.

Illness

- **Immediate Action**
If your child arrives at or becomes ill while at the program with severe cold symptoms, a fever, vomiting, a suspicious rash, or diarrhea, you will be contacted and must pick up your child immediately.
- **Communicable Diseases**
Parents/guardians must inform our Management Team if their child contracts a communicable disease, such as chicken pox, impetigo, strep throat, scarlet fever, or head lice (children cannot attend when eggs or nits are visible). For guidance on treatment, please refer to HealthLinkBC through our website: [HealthLinkBC](https://www.healthlinkbc.ca). Children returning from a communicable disease must meet treatment criteria, and in some cases, a doctor's note may be required before re-entry to the program.
- **Program Limitations**
Our program does not have additional staff to care for sick or injured children. Children with mild or contagious illnesses should remain at home until the risk of infection has passed. If your child becomes ill at home, you must notify us via Esikidz regarding their absence.
- **Return to Program**
Children must be symptom-free for 24 hours before returning to any of our

programs. Please do not send your child if they exhibit any of the following symptoms:

- **Cold:** With fever, runny nose and eyes, coughing, sore throat, or infected nasal discharge.
 - **Fever:** 38.3°C (100.9°F) or higher, with general symptoms such as a sore throat or difficulty swallowing.
 - **Infected Skin or Eyes:** Any signs of infection must be treated before returning.
 - **Headache and Stiff Neck:** Symptoms should be resolved before rejoining the program.
 - **Diarrhea:** Must be symptom-free for 24 hours.
 - **Lice:** If lice or nits are detected, staff will request immediate pick-up for treatment. Your child may return to the program once treatment is complete and all lice and nits have been removed.
 - **Antibiotic Treatment:** Children may return 24 hours after starting antibiotics, provided no other symptoms are present.
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Supported Child Care

View Royal Out of School Care Society is committed to accommodating children with a range of physical, behavioral, mental, medical, and dietary needs. When a child with special needs requires care and seeks enrollment in any program, the Director will assess each case individually to ensure that the program can safely support the child's needs.

Care Plan Requirements

- **Initial Enrollment**

If a child is accepted into the program, a Care Plan will be required and must be agreed upon by the parents. It is the parent's responsibility to arrange a contract with Supported Child Development through Island Health (Queen Alexandra Centre for Children's Health). The child may not attend the program until a support worker is in place. Please note that accommodations for extra care may not be available during special programs such as Spring Break or Summer Camp.

- **Annual Review**

Care Plans must be reviewed and updated annually. These plans are necessary if your child requires extra support or has specific needs that may impact their participation in the program. Such needs may include dietary restrictions, allergies, medications, behavioral considerations, diagnoses, or physical limitations.

- **Disclosure and Communication**

Parents must disclose any special needs or conditions to the Executive Director prior to enrollment. Failure to do so may result in termination of services or impede registration into our programs.

- **Care Plan Development**

Once your child's needs are communicated to staff and management, we will collaborate with families to create a Care Plan. A draft of the Care Plan will be provided or emailed to you. You will have one week to request any changes. The final Care Plan must be signed and returned within one week. If the signed document is not received within this timeframe, the Executive Director will contact you to inform you that your child cannot attend the program until the Care Plan is duly signed and returned.

Medication

Administration

Prescription and non-prescription medications required by your child can be administered by program staff. At drop-off, parents must sign a permission form for staff to administer any medication. Medications must be provided in their original container, clearly labeled with your child's name, and accompanied by a completed and signed "Permission to Administer Medication" or "Permission to Self-Administer Medication" form, available from the Centre.

- **Dosage and Safety**

Staff are not permitted to administer medications in dosages exceeding those prescribed by a physician or specified on the manufacturer's label, even if indicated by the parent/guardian on the permission form. Staff may refuse to administer medication if they believe they cannot do so safely.

Medical Information

- **Immunization Records**

We require immunization records for each child, unless otherwise indicated on your child's registration forms.

- **Non-Immunized Children**

If your child is not immunized, you must remove them from our programs if there is a suspected or confirmed outbreak of a communicable disease. Your child may return to the program once we receive a written medical note confirming that the child can return safely.

Accidents or Injuries

Assessment and Response

In the event of an injury, staff and/or management will assess the severity and nature of the injury. Minor injuries, such as bumps, bruises, small scrapes, and surface cuts, will be treated by staff and communicated to parents/guardians upon pick-up.

- **Emergency Care**

If an injury is deemed to require emergency medical attention, an ambulance will be called or a physician will be consulted. Any injury requiring emergency medical care will be reported to the child's parents/guardians immediately and to the Island Health Authority within 24 hours.

Behavioral Guidance

Our goal is to foster self-confidence and self-discipline in a warm and supportive environment. We aim to encourage respect for oneself, others, and the surroundings. To support these objectives, staff will:

- Provide an environment that values and welcomes each child.
- Foster self-help skills, build self-confidence, and encourage responsibility for one's own behavior.

- Recognize each child's individuality and understand that behavior is influenced by developmental abilities and various factors.
- Maintain daily routines with clear and consistent limits.
- Reinforce appropriate behavior and acknowledge feelings with respect.
- Model respect, open communication, and promote self-esteem.

Conflict Resolution

When conflicts arise, staff will remind children of group guidelines and limits. They will model problem-solving skills and encourage children to contribute their own suggestions. Staff may offer choices or explain natural and logical consequences of behavior. If necessary, staff will redirect children to other activities, always focusing on positive strategies that promote effective problem-solving and thoughtful interactions.

Safety and Communication

Every child should feel safe and comfortable in the program. If a child's behavior endangers others or themselves, parents/guardians may be asked to withdraw the child from the program. If your child is facing difficulties that might affect their behavior, please inform the OSC leaders or Preschool staff. Changes at home, such as the addition of a new sibling, moving, illness, or extended absences by a parent, can impact how a child interacts with others.

Discipline Policy

Our approach to discipline focuses on positive guidance techniques such as redirection, discussion, and time away from the group to help children understand and follow the Centre's rules and expectations.

- **Prohibited Practices**

Staff are prohibited from using any form of physical punishment (e.g., shaking, shoving, spanking, hitting), verbal or emotional abuse (e.g., belittling, degrading, humiliating comments), or denying basic necessities (e.g., food, toileting) as a form of punishment.

Safety Measures

If a child's behavior endangers the safety of themselves or others, they may be

asked to move to a safe area. We strive to work collaboratively with children and families to address and resolve behavioral issues.

Process for Addressing Behavioral Issues

1. Initial Notification

Parents/guardians will be verbally notified of their child's inappropriate behavior, and this discussion will be documented.

2. Follow-Up Meeting

If issues persist, the child and parent/guardian will meet with the Management Team to discuss concerns and potential solutions.

3. Written Notification

Should the child continue to have difficulties, parents/guardians will receive a written notice from the Management Team, with a copy sent to the Parent Board.

4. Possible Removal

If behavioral problems continue despite these efforts, the Society may remove the child from the program.

- **Immediate Dismissal**

While we adhere to the above process, immediate dismissal from the program may be necessary depending on the nature and severity of the incident.

Suspension

The Society may impose a short-term (up to one week) or long-term (over one week) suspension at the discretion of the Director and Board of Directors, following the nature of the incident.

Probationary Period

All new children are accepted on a 60-day probationary period. During this time, we assess the child's ability to participate in the regular daily program and ensure that the program can meet their needs.

- **Evaluation and Potential Termination**

We will make every effort to work with each family and child to integrate them into the program. However, if a child demonstrates an inability to participate in the program or if we determine that our program cannot meet the child's needs, we may request immediate pick-up and terminate the child's space in the program.

Child Abuse

Immediate Action

Any staff member or volunteer suspected of child abuse will be immediately removed from the facility. The situation will be thoroughly investigated in accordance with our policies.

Reporting Procedures

All incidents of suspected child abuse will be documented and reported immediately to the management team and the Ministry of Children and Family Development: Child Protection.

Smoking

In accordance with the law, smoking is strictly prohibited on the grounds of View Royal Elementary School and inside our Centre.

Food and Drinks

Healthy Eating

Our program is committed to promoting healthy eating and nutrition. Each afternoon, children in the After School Care program are provided with a nutritious snack that includes items from multiple food groups. Safe drinking water is available for all children at all times.

Snack Calendar and Special Requirements

A Snack Calendar is posted on our Parent Portal each month. If your child has

specific nutritional requirements or allergies, we will ensure that all staff are informed and adhere to any restrictions. In some cases, families may choose to provide their own snacks for their child. Families are also welcome to send additional snacks to complement those provided by the program. Please note that View Royal Out of School Care is not responsible for providing alternative snacks. Children are not permitted to share food while at the Centre.

Nut Awareness

Our Centre is Nut Aware, which means we do not provide snacks containing nuts or nut products if a child with a nut allergy is enrolled in our program. Families are also advised not to send snacks containing nuts for consumption at the Centre if a nut allergy is present.

Screen Time

In compliance with licensing policies, children attending programs of 2 hours or less will not have access to computers, tablets, or TV. For programs of 3 hours or longer, screen time is not permitted on a daily basis. Preschool and Daycare educators may occasionally show a video clip or information from an iPad, but this will not exceed one hour per week. OSC children may have access to tablets or movies at the leader's discretion, but not on a daily basis. On average, approximately four movies are shown per school year.

Outdoor Play

Outdoor play is an integral part of our After School Care Program and Little Wonders Preschool. Weather permitting, children will engage in outdoor activities and use equipment for approximately one hour each day. To ensure they are comfortable, all children must bring appropriate rain or winter jackets during the Fall-Spring period.

Homework

While staff members are not responsible for overseeing school work, children who wish to complete their homework will be provided with a designated space to do so.

Staff-Parent Contact Outside Centre Hours

View Royal Out of School Care Society and its staff are dedicated to providing a safe and enjoyable environment for children. Any contact between families and staff outside of Centre hours, whether business-related or personal, should remain separate from the Centre's operations.

School Closures

- **Weather Conditions**

If School District 61 closes View Royal Elementary School due to extreme weather conditions, our Centre will also be closed. If the school opens later in the morning, we may choose to follow a similar schedule. Should weather conditions worsen during the day, we reserve the right to close the Centre. We will make every effort to provide families with advance notice. The safety of children, families, and staff is our top priority.

- **Early Morning Closures**

In the event of severe weather conditions before the Centre opens for full-day care (e.g., Pro D Days or Spring Camp) and if road conditions are deemed unsafe, we reserve the right to close. Families will be notified by 7:00 am. If possible, we will post the closure on our website's homepage and send out a Newsfeed post on the Parent Portal of Esikidz.

- **Mid-Day Closures**

If the Centre opens but weather conditions deteriorate during the day, we reserve the right to close. Parents/guardians will be contacted to arrange for immediate pick-up of their children. The decision to close will be made with the safety of all involved in mind.

- **Power Outages**

In the event of a power outage while children are at the Centre, staff will

contact BC Hydro. If the power outage lasts for 2 hours (October-March) or 4 hours (April-September), parents will be called to pick up their children immediately. If a power outage occurs during morning drop-off, parents will be informed about the potential closure for the day. If the outage occurs before children arrive, parents will be notified of the closure via the Parent Portal Newsfeed.

Strike Closure

- **Before School Care**
If no picket line is set up by 7:15 am, our Before School Care program will operate as usual. Once a picket line is established, children will no longer be allowed to sign into the Centre.
- **Children Already in Attendance**
Children who arrived before the picket line is established will be escorted to the school at the beginning of the school day and placed under the care of school administration.
- **After School Care**
If the picket line is removed before the end of the school day, our After School Care program will proceed as scheduled. If the picket line remains at the end of the school day, our After School Care program will be closed for that day.
- **Staff Policy**
Our staff will not cross a picket line.

It is your responsibility to stay informed about the status of the picket line and make alternative arrangements for the care and pick-up of your children if the Centre is closed.

Program Calendar

Regular Operating Days

We operate Monday to Friday throughout the school year, including most non-instructional days, in accordance with the School District 61 (SD61) schedule.

- **Annual Closures**

Our programs will be closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- National Day for Truth and Reconciliation
- Christmas Day
- Boxing Day

- **Additional Closures**

- We follow SD61's schedule for winter and summer breaks. For instance, if the last school day is December 20th and the first day back is January 6th, our Centre will be closed during this period.
- Programs may also be closed on other days for reasons such as repairs, cleaning, or staff development.

- **Professional Development (Pro Day) Days and Spring Break**

We offer full-day care during Pro Days and Spring Break camps from 7:30 am to 5:30 pm. These programs are open to children not enrolled in our Before or After School Care programs. Notices will be posted on Esikidz and our website (www.viewroyalosc.com) regarding registration dates. Registration will be completed via Esikidz. Once registered for these full-day care sessions, you will be billed accordingly. If you wish to cancel, you will be responsible for the fees unless another child registers to take your child's place. Please note that the Society may not operate if there are insufficient registrants or staff for a given day.

Appendix A

All Programs will be closed on the following dates:

Monday, September 7 2026 - Labour Day

Wednesday, September 30 2026 - National Day for Truth and Reconciliation

Monday, October 12 2026 - Thanksgiving Day

Friday, October 23 2026 - Professional Development Day for Staff

Wednesday, November 11 2026 - Remembrance Day

December 18 2026 to January 4 2027 - Winter Break

Monday, February 15 2027 - Family Day

Friday, March 26 2027 - Good Friday

Friday, May 21 2027 - Professional Development Day for Staff

Monday, May 24 2027 - Victoria Day

Thursday, July 1 2027 - Canada Day

Monday, August 2 2027 - B.C. Day